

**BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM  
MADHYA GUJARAT VIJ CO LIMITED  
CORPORATE OFFICE, 5<sup>TH</sup> FLOOR SP VIDYUT BHAVAN,  
RACECOURSE, VADODARA 390 007**

|                 |                                                                                                |
|-----------------|------------------------------------------------------------------------------------------------|
| Subject         | Consumer Grievances Complaint<br>No.MG-III-98-2914.15                                          |
| Complainant     | Sikandarbhai Karimbhai Vohra, At : Devatadpad<br>Near Gram Panchyat, Tal: Sojitra, Dist: Anand |
| Respondent      | Shri G S Desai, Deputy Engineer Vaso s/dn of MGVCL                                             |
| Date of hearing | 02.01.2015 Nadiad, 09.01.2015 Vadodara &<br>23.01.2015 Anand                                   |

| QUORUM             | NAME                        |
|--------------------|-----------------------------|
| Chairperson        | Shri P J Patel, Gandhinagar |
| Independent Member | Harsha S Chauhan, Vadodara  |
| Technical Member   | Shri A G Shah, MGVCL        |

The complaint dated 26.11.2014 regarding disconnection of vij connection and recovery of reconnection charges.

On 02.01.2015 at Nadiad, 09.01.2015 at Vadodara & 23.01.2015 at Anand, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Sikandarbhai Karimbhai Vohra appeared himself on 23.01.2015 whereas Shri G S Desai, Deputy Engineer Vaso s/dn and Shri H K Pandya, Junior Engineer Nadiad West division, appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The brief details of the case are as under:

1. The outstanding energy bills dues of temporary vij connection in respect of complainant Shri Sikandarbhai Karimbhai Vohra. As per complainant's undertaking, if it is not paid, same are required to be debited under consumer No.06014/00252/9 in the name of his father Shri Karimbhai Rasulbhai Vohra under Vaso s/dn of MGVCL.
2. To recover the arrears, a letter dated 30.08.2014 written to Shri Karimbhai Rasulbhai Vohra to debit the arrears in his bill bearing consumer No.06014/00252/9.
3. The complainant is dissatisfied with the letter dated 30.08.2014 of Deputy Engineer Nadiad West s/dn. He stated in his complain that though he had paid amount on 15.09.2014 before expiry of time limit, MGVCL has recovered reconnection charges so requested to refund this reconnection charges.

The complainant contended that the arrears of his temporary connection is debited in their another connection for consumer No.06014/00252/9 in the name of Shri Karimbhai Rasalbhai Vohra. Before this, date of payment, he had paid the bill on dated 15.09.2014 even though the bill was paid before its due date, MGVCL has disconnected this connection and recovered reconnection charges i.e. illegal and should be refunded. Therefore, as Respondent, Nadiad West division and Vaso s/dn was called for the hearing.

Respondent of Nadiad West division contended that temporary single phase connection of 1 KW was released on 14.12.2011 and disconnected on 12.06.2012. Arrears amount of this connection Rs.10110/- was not paid by the complainant. Therefore, as per request, arrears amount debited in another connection within MGVCL area i.e. Vaso s/dn consumer No.06014/00252/9 in the name of Shri Karimbhai Rasalbhai Vohra.

Respondent of Vaso s/dn contended that as per Forum order dated 13.08.2014 & Nadiad West division letter No.NDW/Tech/CGRF/2572 dated 30.08.2014, recovery procedure of outstanding dues from consumer Shri Karimbhai Rasalbhai Vohra for the consumer No.06014/00252/9 started and understanding was given by Shri Karimbhai Rasalbhai Vohra i.e. complainant. At the time of release of connection i.e. another outstanding dues if not paid within time limit it can be recovered from their another connection i.e. consumer No.06014/00252/9.

Temporary connection was given under the s/dn of Nadiad West due to non-payment of this bill. MGVCL has debited that amount in complainant's another connection which is falling under Vaso s/dn. Therefore,

In continuation to that letter No.2572 dated 30.08.2014 of Deputy Engineer Nadiad West division Vaso s/dn vide letter No.Vaso/Billing/26 dated 01.01.2015 intimated to Shri Sikandarbai Karimbhai Vohra that as per the letter of Deputy Engineer Nadiad West dn No. NDWT / Complain/CGRC/ 2197 dated 25.07.2014, the amount of Rs.10110/- was debited in consumer No.06014/00252/9 in respect of Karimbhai R Vohra. It was also intimated by SDO Vaso vide letter No.Vaso/Billin/3130 dated 26.08.2014 that as the amount was not paid by Karimbhai R Vohra so the Service line and Meter removed on 26.08.2014. The material credited to s/dn Store on 05.09.2014. It was noticed further that though the outstanding dues debited for consumer no.06014/00214/9, outstanding dues was not paid by Karimbhai R Vohra. So Deputy Engineer Vaso s/dn was compiled to debit outstanding dues of Rs.10110/- in the consumer No.06014/00598/6 in the name of Karimbhai R Vohra and the said amount of Rs.12091/ was paid vide MR no.58936 dated 15.09.2014. As service line and meter of consumer No.06014/00252/9 was credited to Vaso office on dated 5.9.2014. Accordingly, it was required to pay outstanding dues of Rs.60/- and the same charges are paid vide MR No.58935 dated 15.09.2014 for the amount of Rs.190/-i.e. reconnection charges. That means as per Deputy Engineer stated that recovery of reconnection

charges is for the consumer number whose service line & meter is credited to Vaso office.

Arrears amount is carry forward in energy bill of July August 2014 billed in Sept 2014 i.e. Rs.10109.15 and total amount of Rs.10139.15. Its billing date was 10.09.2014 and last date of payment is 20.09.2014. Consumer had paid arrears amount on 15.09.2014. The complainant statement that he has paid arrears before due date of payment is not correct as the arrears amount was already intimated to the consumer before notice of disconnection done on 05.09.2014, it means that consumer has paid the arrears after Notice and disconnection of power supply.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that consumer Sikandarbai Karimbhai Vohra has taken temporary connection from Nadiad West division and after finalization of temporary connection, there was an arrears of Rs.10110/- to be recovered. As per his undertaking at the time of registration of temporary connection he had submitted copy of energy bill of Karimbhai R Vohra consumer No.06014/00252/9 and given undertaking for charging outstanding dues of temporary connection in the above consumer number if not paid. Accordingly, as per request of Nadiad West division letter No.2197 dated 25.07.2014, SDO Vaso office has debited outstanding dues of Rs.10110/- in the consumer No.06014/002252/9 and paid by consumer on 15.09.2014 after disconnection.

In view of the above discussion, the Forum is of the opinion that sufficient period to pay the arrears was given to the complainant and consumer Shri Karimbhai Rasulbhai Vohra, MGVCL has disconnected connection of Shri Karimbhai Rasulbhai Vohra on dated 05.09.2014 whereas the arrears amount paid on 15.09.2014. Therefore, recovery of reconnection charges made by MGVCL is in order.

### **ORDER**

The Forum directs the complainant Sikandarbai Karimbhai Vohra, At : Devatadpad, Near Gram Panchyat, Tal: Sojitra, Dist: Anand that reconnection charges recovered by SDO Vaso office regarding reconnection of power supply of consumer no.06014/00252/9 is in order.

**(A G Shah)**  
**Technical Member**

**(Harsha S Chauhan)**  
**Independent Member**

**(P J Patel)**  
**Chairperson**

**PS :**

*If the complainant is not satisfied with the order of this Forum, the complainant may approach The Staff Officer, Office of the Electricity Ombudsman, Gujarat Electricity Regulatory Commission, Barrack No.3, Polytechnic Compound, Ambawadi, Ahmedabad 380 015 in accordance with Clause No.2.63 Chapter-2 of GERC Notification No.2 of 2011.*

### **Procedure to make representations before Ombudsman\*\*\***

1. Representation should be in writing duly signed by the complainant with his name and address.
2. Representation should be supported with affidavit.
3. True copy of order of Forum and original complaint made before Forum should be attached. Enclosed documents should be certified copies of the original documents.
4. The representation before Ombudsman should be submitted within 30 days from the date of order of Forum.
5. Copy of representation should be submitted at the office of Ombudsman. Copy of representation should be submitted to all respondents.
6. If the complainant is required to pay any amount according to the order of Forum, one-third of such amount should be deposited by complainant and proofs should be attached along with the representation.
7. The matter should not be pending before the competent Forum or any other court, tribunal, arbitrator or any other authority.
8. All representations should be with a sufficient cause, reasonable diligence causing the consumer prima facie loss and damages / inconvenience.
9. Representation may be submitted in English or Gujarati language

\*\*\* <http://www.gercin.org/docs/Cosumer%20Grievances/Procedure/Procedure.pdf>